

# Public Sector Service Delivery



## CWF ASCATs

supports Outcome-focused Performance Management solutions; with primary focus being in the areas of:

- Role Accountability Mapping™
- Multi-sphere/Sector M&E Frameworks
- Outcomes-focused M&E + Reporting
- Strategic Planning Cycle
- Performance Management
- Service Standards Management
- Service Delivery Restructuring
- Results-based management systems
- Service Delivery Improvement Planning
- Process automation and performance monitoring



## Unlocking Service Delivery through effective governance with Role Accountability Modeling

We unlock effective outcome-focused governance in the Public Sector - efficacy being defined as the extent to which all resources are focused on achieving the strategic intent of Government.

Our approach aligns and focuses the deployment of all effort and resources by capturing the minds and wills of everyone involved, facilitating a practical understanding of Service Delivery Outcome-focused purpose in everything that is done.

This is achieved through a simple, practical process, supported by unique, powerful web technology, that builds a multidimensional visualisation of the way the Department, Municipality, Sector or cross-cutting Programme delivers its outcomes-focused Mandate.

The process followed in implementing the KnowledgeBankERP software brings about a Purpose-centered paradigm shift in the way individuals, at all levels in the organisation see their daily activities. Instead of a silo'ed functional view, they rather see their purpose in terms of how they collaborate with other sections of the organisation in order to meet Service Delivery Mandates as well as other cross-cutting sustainability and qualitative goals.

The Collaborative view provides a sustainable method of aligning all aspects of functionality, at all levels, to a single set of Outcome goals using a Web 2.0 dynamic Role Accountability Model for individual officials to measure and report their impact through.

The implementation of the Process Mapping and Routemail process automation modules adds the ability to dynamically manage and report service levels and performance

**Working together to win**  
**A better life for all our people**



Align all reporting & Performance to Presidential Outcomes

## Overview

### Sustainable Solutions

Improving governance by:

- Focusing the efforts of all officials on common key outcomes.
- Aligning daily activities and Performance to Strategic Goals.
- Automating Monitoring, Evaluation and Reporting to Strategic goals.
- Formalising Client expectations and Service Standards (auto SDIP).
- Aligning Business Processes and Procedures to organisation-wide goals and perspectives
- Dynamic management of processes and service performance standards.

## For more information

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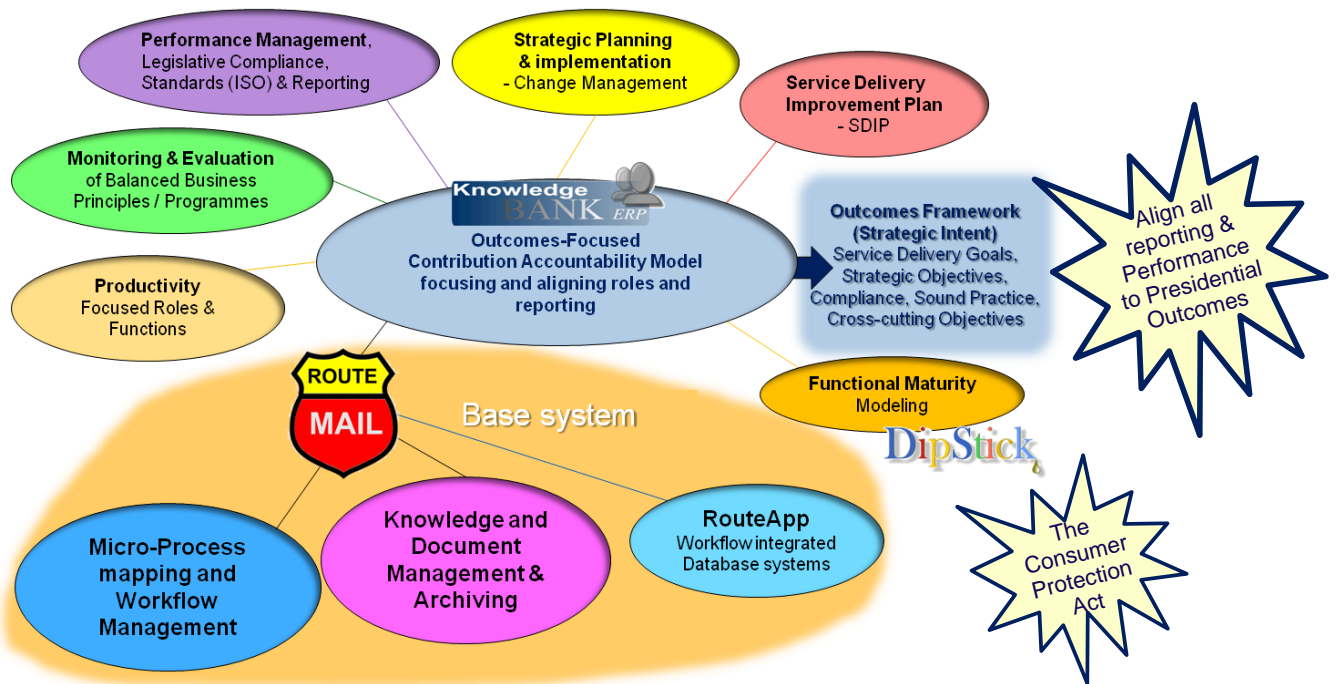
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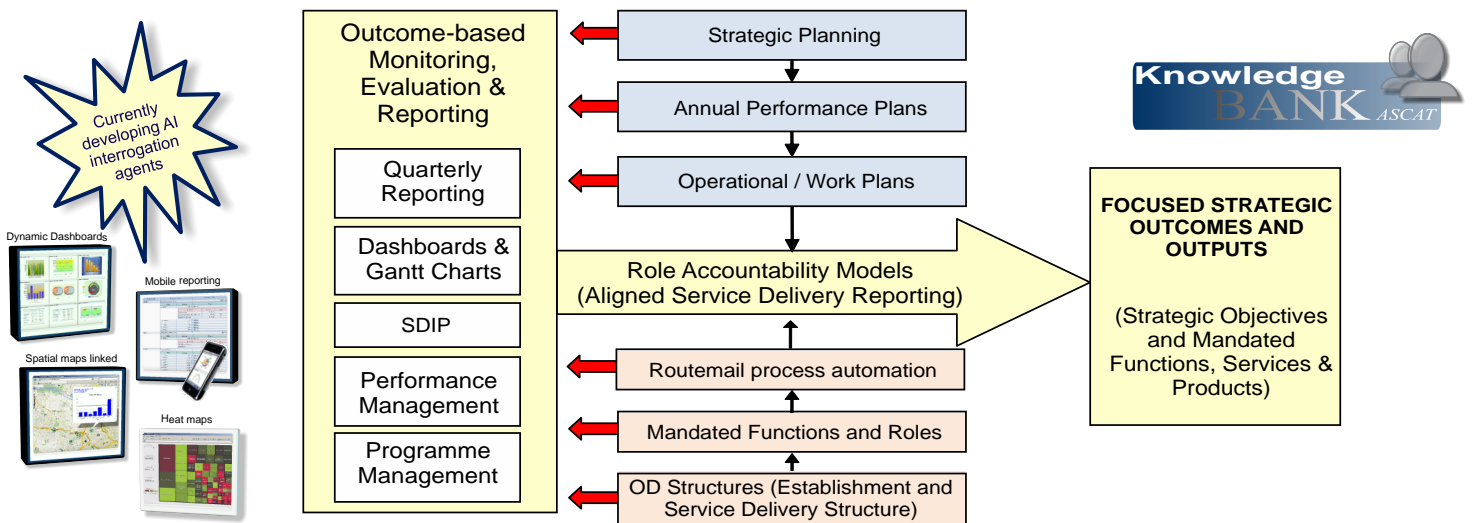
Cyber workforce (Pty) Ltd is a Multi-disciplined International Consulting Company focused on effective Service Delivery Information System Solutions.

# What are the Features of Role Accountability Modeling?



KnowledgeBankERP is a web 2.0 based governance alignment system, successfully proven in the South African Government environment as a powerful behaviour change management and performance monitoring tool.

The following diagram shows how KnowledgeBankERP supports and aligns the key M&E components of Government to its Strategic Objectives and Mandate:



The implementation of the product utilises proven methodologies to bring about the paradigm shift necessary to align the key governance facets required in government.

The key to its success in Government flows out of its usefulness to each participating component in managing the delivery of their individual contributions to the mandate as it aligns Functional performance, and progress of the implementation of Strategy to a common set of Outcome objectives and then dynamically monitors and manages performance.

In so doing it automates and aligns the associated Monitoring, Evaluating and Reporting (M,E&R) eg: Quarterly reporting, Service Delivery Improvement Plan (SDIP), Annual Performance Plan, Work Plans, etc.

It does not replace existing transactional systems but rather aligns their use and purpose.

## KnowledgeBankERP Features:

- Monitoring & Evaluation Dashboards
- Live and immediate availability of information
- Service delivery focus replaces silo view
- Coordination of geographically dispersed role-players
- Automated Service Delivery Improvement Plans (SDIP)
- Service catalogue with Service Standards
- Performance Management Systems and project tracking
- Process mapping and dynamic Process automation
- Strategic Planning - APP's – Work plan implementation
- Proof of deliverables for internal audit purposes
- Automated instant, up-to-date reporting (Quarterly Report)
- Aligned Service Delivery Reporting (cross-cutting Programmes)
- Service Delivery focused OD with Role Accountability
- Knowledge repository (lessons learned)